



Service Request Fulfillment

# SERVICE REQUEST Fulfillment Project

A simpler, streamlined approach to Service Request Fulfillment for an improved customer experience.

## SRF Benefits

- Provides a single system of record for OTech service requests.
- Enables an improved and simplified customer experience for service request fulfillments.
- Supports OTech's goal to adopt service management best practices.
- Establishes a repeatable process that will standardize and streamline request fulfillments.

## Scope of the Service Request Fulfillment Project

The scope of the Service Request Fulfillment (SRF) Project is to replace all CSS functions with Remedy and decommission CSS.

***The SRF project will implement service request types using an iterative approach:***

### ***Phase 1:***

- ▶ Deploy the Initial Service Request (SR) Types in Remedy: CalCloud On-boarding, Professional Services, Firewall
- ▶ Other new SRs will be submitted via Remedy using an "Other" SR Type
- ▶ Existing SRs will be processed to completion in CSS (with exceptions).
- ▶ Scheduled for completion 2nd Quarter 2015

### ***Future Phases:***

- ▶ Create the Remaining Service Request Types and Reduce the Number of "Other" SRs

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